Avaya 9601 IP Deskphone SIP

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Scrolling and navigation

Use the up and down navigation arrows to scroll up or down through lists; holding either arrow for a few seconds produces a fast scroll. Use the right and left navigation arrows to move between the Phone screen and Features list or the Features list and System Numbers list, or to move the cursor right or left when entering text. Use the Display More key to scroll the selected line when the double chevron symbol (“>>”) appears in the display.

When you scroll to a line on the display, that line is selected. The softkey labels will change according to the options available for the selected line. The **OK** button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the **OK** button places a call to that person.

You can also select a line or feature without scrolling by pressing the corresponding line button.

Avaya Menu

You can use **Avaya Menu** to adjust and customize options and settings for your deskphone, access additional Web-based applications, get information about your phone and network settings, and log out. When you press **Avaya Menu**, you see one of the following menus, depending on how your administrator has set up your system and on the applications available to you:

- **Options & Settings**
- **Browser**
- **Network Information**
- **About Avaya IP Deskphone**
- **Log Out**

Options & Settings lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, set up favorites, assign speed dial entries, and more.

Browser contains additional web-based applications. If your administrator did not configure the browser option for your deskphone, your deskphone does not display the browser option.

Network Information has a submenu with seven different viewing options: Audio parameters, IP (Internet Protocol) parameters, Quality of Service, Interfaces, 802.1X Parameters, Diagnostics, and Miscellaneous Audio parameters, IP (Internet Protocol) parameters, Quality of Service, Interfaces, 802.1X Parameters, Miscellaneous, and Diagnostics. Your administrator might ask you to use this option to check phone settings or network settings to investigate problems.

About Avaya IP Deskphone provides the release number of your phone software.

Log Out lets you sign off the phone, to protect your settings or to let another user to log in.

Answering and making a call

Answering a call

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, or press **Speaker**, **OK**, or **Answer** to answer the call using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call, from the Phone screen, scroll to the line with the incoming call and press **Answer** or **OK**. The deskphone automatically answers the incoming call and puts the previous call on hold.
- If you are on another call and the deskphone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press **Answer** or **OK**. If you are on another call and the phone does automatically display the incoming call, you can press **Answer** to automatically put the first call on hold when you answer the new call. Also, you can press **Ignore** to automatically drop the first call when you answer the new call.
- To automatically display the Phone screen when you receive an incoming call, set the **Phone Screen on Ringing** option to **Yes**.

Note:

To automatically display the Phone screen when you receive an incoming call, set the **Phone Screen on Ringing** option to **Yes**. For more information, see Displaying the Phone screen on receiving a call.

Making a call

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
2. Dial the number you want to call.

Making a call using edit dialing

1. From the **Phone** screen, enter the number you want to call.
2. To edit the number, press **Bksp** to erase the previous character, one character at a time. To change the character format, press the **More** > **123** softkeys.
3. Press **Call** or **OK**.

Putting a call on hold

1. Press **Phone** to view the main Phone screen, if necessary.
2. If you are not active on the line you want to put on hold, select that line.
3. Press **Hold**.

   Note:

   The phone might display a hold timer when you put a call on hold.
4. Press **Resume** or the line button of the held call to retrieve the call.Your system administrator might have administered the Hold Recall feature, which alerts you visually and with a priority ring to remind you of a held call after a certain period of time.

Transferring a call

1. From the Phone screen, if the call to be transferred is already not highlighted, press and select the call appearance on which the call appears.
2. Press **Transfer**.
3. Dial the number if you know the number or call the person from the contacts list or from the history list.
4. If your administrator configured unattended transfers for your deskphone, you can hang up without announcing the call. Otherwise, press **Complete** or press **OK**.

   Note:

   Your deskphone might receive unanswered transfers as recalled transfers. In this case, you hear a priority ring that is different from a normal ringtone and see the display message `Return` next to the call.

Activating call forwarding

1. Gain access to the Features screen.
2. Press **Select** or the corresponding line button.
3. Enter the destination number to which you want to forward your calls.
4. Press **Enter**.

   After you enter the forwarding number, you hear a confirmation tone.

Using the conference feature

Setting up a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the contacts list, or the History list.
4. Press **Join** when the person answers the call.
5. To add another person, press **Add** and repeat Steps 3 to 4.

Adding a person on hold to a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**, or press **Add** if you are already in a conference.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.
5. Press **Join** to add the person to the conference call.

Dropping a person from a conference call

1. From the Phone screen, select your active call.
2. Press **Details**.
3. Select the person you want to drop.
4. Press **Drop**.

About Features

This topic describes the special features of your deskphone. Your administrator might have set up your deskphone with the features and the call appearances on one screen. You can use Send All Calls and Call Forward features to forward incoming calls to other numbers. When you enable the EC500, you can forward calls from your desk phone to your cell phone. Other features such as Call Park, Call Pickup Extended, and Transfer to Voicemail may be available on your Features screen. The features that are available depend on what your administrator has assigned to your phone.

You can also invoke these features using the Feature Access Code (FAC) . If you activate or deactivate a feature using FAC and the corresponding feature button is not administered on the deskphone, you might not get the indication of the feature activation or deactivation.

In addition to the Features screen, your administrator might also provide selected features on softkeys on the call appearance (Phone) screen. For more information about what features and options are available for your extension, contact your administrator.

Accessing the Features screen

Use this task to gain access to the **Features** screen.

The option on the **Features** screen display one of the following icons:

- The ☐ icon: Indicates the feature is available.
- The ☑ icon: Indicates the feature is activated.
- The ⛔ icon: Indicates the feature is not available.

For models with LEDs, the LED next to the feature name indicates if the feature is currently on or off. If the light is on, the feature is on.

On the Phone screen, use the right navigation button to gain access to the **Features** screen.

To return to the main Phone screen, press **Phone** or scroll to the left.

Activating Send All Calls

1. Gain access to the Features screen.
2. Press **Select** or the corresponding line button to activate the feature.

Contacts

You can save up to 250 names and up to 6 telephone numbers per name.

Searching for a contact

1. Press **Contacts**.
2. Using the dialpad, start typing the name for which you want to search.
3. Press **Call** to call the person or press **More** then **Edit** to edit contact information.

Calling a person from the contacts list

1. Press **Contacts**.
2. Select the person or number that you want to call.
3. Press **More** twice.
4. Find the contact that you want to call by typing the name of the person as listed.

   For example, if you added John Smith to your contacts List as “Smith, John”, start typing the last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. You can also scroll up or down to locate the contact.
5. Press **Call**, **OK**, or the line appearance to call the selected contact.

Adding a new contact

1. Press **Contacts** > **More** > **New**.
2. Enter the first and last name using the dialpad.
3. Choose **Yes** in the **Track Presence** field to know the presence information for this contact. If the presence information is available for this person, the deskphone displays the presence icon next to this name of the contact on the Phone screen or the Contact screen.
4. Scroll to the next field.
5. Enter the number.
6. Scroll to the next field and choose the type of number that you entered: Work, Home, Mobile.
7. If you have another number for this contact, select the next field and repeat Step 5 to Step 6.

   You can add up to five additional numbers for this contact, but you can designate only one number as primary.
8. Press **Save** or **OK**.

Editing a contact

1. Press **Contacts**.
2. Search for and select the contact you want to edit.
3. Press **More** > **Edit** or **Details** > **Edit**.
4. Choose the field you want to edit.
5. Use the dial pad and softkeys to change the contact information.
6. Press **Save** or **OK**.

Call History

If your administrator configured the Busy Station Call Log feature, the deskphone saves all incoming calls that get a busy treatment in the call log. An incoming call gets a busy treatment when:

- All your call appearances are busy and you get an incoming call.

- Your LNCC feature is active and you get an incoming call while you are already on an active call.
- The Restrict Last Appearance parameter is set to yes and you get an incoming call when all but one of your call appearances are busy. The Restrict Last Appearance parameter, if set to Yes, sets the last available call appearance to originating calls only. This setting enables transfer of any of the active calls to another call appearance. If this parameter is set to No, then all call appearances might be occupied for incoming calls and you cannot transfer any of the active calls.

The deskphone displays these calls as Missed calls in the call log. The deskphone also lights up the History LED and shows the missed calls on the top line.

Calling a person from the call history

1. Press the **History** button.
2. Scroll to the left or right to view a separate list of all calls, missed, or unanswered calls, answered calls, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Select the person or number you want to call.
5. Press the **Call** softkey or the **OK** button.

Adding an entry from the call history to your contacts list

1. Press **History**.
2. Select the number you want to add to your Contacts list.
3. Press **More**, and then press **+Contact**.
4. If necessary, edit the name and telephone number.
5. Press **Save**.

Changing the language

1. Press **Avaya Menu**.
2. Select **Options & Settings**.
3. Press **Select** or **OK**.
4. Select **Language & Region**.
5. Press **Select** or **OK**.
6. Select **Language**.

   Note:

   The language option is available only if the administrator has enabled the option for your phone.
7. Select a display language.
8. Press **Select** or **OK**.
9. Press **Yes** to confirm the selected language.

Presence

Changing the presence status

The deskphone displays your presence status on the top line that you can change manually.

1. Press **Avaya Menu**.
2. Press **Select** to select **My Presence**.
3. Scroll and press **Select** to choose any of the following options:
   - **Automatic**: To let the deskphone manage the presence state.
   - **Available**: To show you are available and open for communication.
   - **Busy**: To show you are busy.
   - **Away**: To show you are away from the deskphone.
   - **Do not Disturb**: To show you are not open for communication.
   - **Out of Office**: To show you are out of office.
   - **Offline**: To appear invisible. The deskphone continues to keep the presence subscriptions with the Presence Server. The deskphone also keeps receiving notifications for the contacts for whom the deskphone subscribed to watch.
4. Press **Save**.

For more information

Go to www.avaya.com/support for latest support information, including the user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.